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Frequently Asked Questions (FAQ) – FAMS Comprehensive Background Check (CBC) Process for Child Care

Comprehensive Background Check Process and Requirements

01. How is the online system beneficial to programs?	Moving to an online system streamlines the clearance process so it is faster, more efficient, and transparent. You won't have to rely on mailing documents back and forth with your regulator. Instead, the clearance information is submitted instantly, and you receive real-time status updates. Once you access the dashboard, you can go into each program to access the active roster for that program. All of your records will be easily accessible. The online system also removes paper from your files.
02. What is included in the Comprehensive Background Clearance?	New York State criminal history record check with the Division of Criminal Justice Services: a. National criminal record check with the Federal Bureau of Investigation (FBI); b. National Sex Offender Registry check with the National Crime and Information Center c. New York State Sex Offender Registry check; d. New York Statewide Central Register of Child Abuse and Maltreatment (SCR) check. e. New York State Justice Center Staff Exclusion List (SEL) check. f. For any individual residing out of New York State in the past five years the Comprehensive background Clearance also includes the: - criminal history repository for the state(s) of residence; - sex offender registry for the state(s) of residence; - child abuse or neglect repository for the state(s) of residence.
03. Will existing staff be listed in the new system?	Yes, existing staff who have been fingerprinted will appear on the active staff list.
04. Where can I go if I have questions or need help filling out the Comprehensive Background Check (CBC) forms/fields?	You can visit the OCFS Training, Resource and Information Center web page at: ocfs.ny.gov/programs/childcare/ccdbg/training-resource-information.php, reach out to your regulator, or, for technical assistance you can email ocfs.sm.FAMSCBCHelp@ocfs.ny.gov

05. Does the provider have to enter the information, or can they designate someone else? If they can delegate, do they use the same login credentials as the account holder	The provider may designate staff to enter the information. However, each person who accesses FAMS must have their own NY.GOV account. Usernames and passwords should must not be shared with others in your program. You can invite other delegates whom you have authorized to enter the information on your behalf and they will register and create their own FAMS log in ID.
06. Do I need a computer and scanner to complete and submit a Comprehensive Background Check (CBC) through FAMS?	Providers do not need a computer or scanner to complete and submit a CBC through FAMS. FAMS is accessible on mobile devices, such as tablets and mobile phones. Providers can also use their mobile devices to take pictures of documents with their mobile device and upload them into FAMS instead of using a scanner.
07. Will this be applicable to Article 47 programs as well?	This is not applicable for NYC permitted programs
08. How will providers who speak another language be supported?	We will be recording presentations and preparing training materials in Spanish and posting them to the website. For other languages, the provider can use the browser function or the 'translate' button on the upper right side of the OCFS website to change the language. There is additional language assistance on this OCFS web page: https://ocfs.ny.gov/help/language-assistance.php

6000 Packet

01. Does the user entering the 6000 packet information have the ability to save the info and return to it later?	Yes.
02. Do I need to keep the paper 6000 forms or should I mail them to my regulator? How long must I keep forms?	If you complete the FAMS CBC process, you are only required to keep the forms that you do not upload into the system. Child day care programs must keep all records relevant to the current licensing period and the immediately preceding licensing period.

03. Can I enter more than one facility ID on the 6000 forms?	Yes. Please enter all facility IDs where the person will have a role.
04. Can I request more than one role for my staff?	Yes. Please enter all facility IDs where the person will have a role.
05. If I am applying for an initial license, can I submit the 6000 forms online through FAMS?	No, this process is currently only for licensed and registered providers. If you are in the application process, you must still submit paper forms. OCFS anticipates expanding the online process, however it is not available at this time.

Facility Application and Management System (FAMS)

01. What do you do if you have not received a FAMS (Facility Application and Management System)? invitation yet?	The invitations were sent out on 5/15/23 to the site email and also to the current Director and/or On-Site Provider email OCFS has on file. If you have not received the invitation, check your junk/spam email. If it is not there, reach out to your regulator to confirm that the email information they have in the system is correct and to reissue the invitation.
02. If we already have a FAMS account set up, will it be the same one or do we need to have a new one for each program we oversee?	You will be able to use your current FAMS login for all of your programs. You will receive an invitation to FAMS for EACH facility. As you register them, use the same NY.GOV ID for all facilities and they will appear on your FAMS dashboards. If you have some programs currently linked to another NY.GOV ID, contact your regulator or the support team at: ocfs.sm.FAMSCBCHelp@ocfs.ny.gov for their assistance if you would like to consolidate your accounts.
03. How many people per program can have a FAMS account?	Only one person can be the Account holder but there can be as many delegates as authorized by your regulator.
04. I have multiple programs and multiple FAMS logins. Will I now have one login for everything?	Yes. However, you will need to reach out to your regulator or the help desk at ocfs.sm.FAMSCBCHelp@ocfs.ny.gov so we can assist you with combining your accounts.
05. Can providers expunge people on FAMS?	No, however providers can "end date" the person's role in the system. This will send notification to your regulator.
06. What happens if I put in an expungement in error?	If you 'end date' someone in error, you will see them disappear from the active staff list. If you realize this, you can request a new role for the person by: unchecking the 'show only active' checkbox, searching for the person, clicking on the 'End date' link, then

requesting a new role for the person. This will send an email to your regulator, who can reactivate that person. Or you can reach out to your regulator for assistance.

07.	Should I register for a personal or business my.ny.gov account? If I already have a business account, can I just use that?	You can use any NY.GOV account for your FAMS account.

Waiver Requests

01.	I have been cleared to work at Provider ABC but now want to work at Provider DEF. Do I need to redo the comprehensive background check? Can I work at Provider DEF while my results are pending?	Once an individual successfully completes the comprehensive background clearance requirements within NYS, the clearance requirements can be associated to another child care program within NYS provided that the individual has not separated from their role in a childcare program within NYS for a period of more than 180 consecutive days. However anytime an individual joins a new program, a new SCR and SEL must be completed. The individual can begin in the new program while the SCR and SEL clearances are in process.
02.	If staff are cleared to multiple sites, will it show all sites they are cleared to next to their name or do we have to toggle between each program to determine where they are cleared to?	Once a person is cleared (CBC Approved), their fingerprint will link that clearance information to EACH of their associated facilities. But each program has their own unique staff list, so to see all of those programs, you would need to toggle to those other programs staff list.
03.	What happens if the new hire doesn't know their previous facility ID number?	The facility ID is not mandatory. However, you can search for licensed/registered facility ID numbers on the public OCFS website here: https://ocfs.ny.gov/programs/childcare/looking/#search. If the individual received their clearance at a legally exempt program, the name of the program can be entered in this field.